

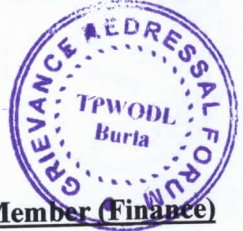
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Grievance Redressal Forum
TPWODL, BURLA

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satpathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)



Ref: GRF/Burla/Div/DED/ (Final Order)/ 1488(4)

Date: 27/02/24

Present: Sri A.K.Satpathy, President.
Sri B.Mahapatra (Co-opted Member),
Sri A.P.Sahu Member(Finance).

1	Case No.	BRL/111/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Sri Laxmidhar Nayak At/Po- Rukuda, Parposi, Dist- Deogarh.	4141-1589-0476	9439535272	
3	Respondent/s	SDO(Electrical),Deogarh , TPWODL		Division D.E.D, TPWODL, Deogarh	
4	Date of Application	20.01.2024			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand Connected Load	X
		5. Disconnection Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 √ 2. OERC Distribution (Licensee's Standard of Performance Regulations,2004 3. OERC Conduct of Business) Regulations,2004 4. Odisha Grid Code (OGC) Regulation,2006 5. OERC (Terms and Conditions for Determination of Tariff Regulations,2004 6. Others			
8	Date(s) of Hearing	20.01.2024			
9	Date of Order	27/02/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Tileibani, TPWODL, Deogarh.

Appeared

For the Complainant- Sri Laxmidhar Nayak

Represented by Sri Raghunath Nayak

For the Respondent - SDO(Elect.), Deogarh, TPWODL, Deogarh.



GRF Case No- BRL/111/2024

(1) Sri Laxmidhar Nayak

At/Po- Rukuda, Parposi,

Dist- Deogarh.

Consumer No.- 4141-1589-0476

VRS

(1) SDO(Elect.) Deogarh, TPWODL, Deogarh

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

The Complainant has filed the petition in the name of Sri Laxmidhar Nayak bearing Consumer No **4141-1589-0476** represented by Sri Raghunath Nayak under DED, TPWODL, Deogarh stated about billing dispute.

Hence, the Complainant prayed before the Forum to consider his case for revision/rectification.

SUBMISSION OF OPPOSITE PARTY

The Opposite Party has submitted the ledger copy for the period from Apr'2010 to Dec'2023 and not submitted any relevant documents in this case.

OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a domestic consumer having CD 0.11kw with date of initial power supply 08.04.2010 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. The meter sl. no."796672" was effected in billing in Mar-Apr'2010 where it is seen that actual/PL bills were served upto billing month Jul'2018 and no units has been given in Jan-Feb'2019 hence the software system taken the reading of "7860"for billing after considering the completion of round in that moth but it is found that the reading in Apr-May'2019 reading of "2554" was the correct reading but it has happened due to inefficiency of meter reader and no control over the opposite party on that reading and billing and the round complete took place due to less reading in Jan-Feb'2019 as compared the reading in Jun-Jul'2018 of "2140"kwh. To ascertain the actual consumption and billing the reading of "2554" in Apr-May'2019 to be deal accordingly. This type of billing has been seen in large scale in division DED where many of the times the opposite party has stated to the Forum that to reduced the T&D loss and improve the billing the same has done as per direction of authorities in line above SDO & ESO which is not at all a good practice for which the consumer is suffering a lot with hardship and should be stopped henceforth to create the good will of TPWODL before the consumers. The meter sl. no."LW321513" was in billing since Aug-Sep'2019 and seen the consumption pattern in this meter also and for that submitted the photocopy of the meter and its reading. So, required revision to settle the billing dispute.

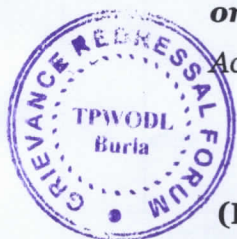
Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the period from 08.04.2010 to May'2019 by spread over the reading of "2554" units with IMR as "zero" kwh in reference to consumption recorded in the meter sl no "796672" with its daily/monthly actual consumption thereof with due verification by EE(Elect.),DED,Deogarh and certification thereon to avoid loss to either of the parties as no w/s has been filed in this regard by opposite party.


ORDER

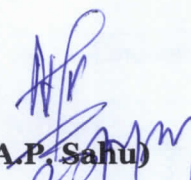
Considering the documents and statements submitted by both the parties at the time of hearing, the Forum hereby passes orders that:


1. The Opposite Party is directed to revise the bill of the consumer for the period from period from 08.04.2010 to May'2019 by spread over the reading of "2554" units with IMR as "zero" kwh in reference to consumption recorded in the meter sl no "796672" with its daily/monthly actual consumption thereof with due verification by EE(Elect.),DED,Deogarh and certification thereon to avoid loss to either of the parties as no w/s has been filed in this regard by opposite party.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier and adjust the revision as per law/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act,2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.




(B. Mahapatra)
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.P. Sahu)
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017


(A.K. Satpathy)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

- Copy to: -**
- (1) Sri Laxmidhar Nayak, At/Po- Rukuda, Parposi, Dist- Deogarh.
 - (2) Sub-Divisional Officer (Elect.), Deogarh, TPWODL, Deogarh with the direction to serve one copy of the order to the Complainant/Consumer.
 - (3) Executive Engineer (Elect.), DED, TPWODL, Deogarh.
 - (4) The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoingar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, www.orierc.org under the "head "Cases->"GRF".